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**SAFETY CITIZENSHIP BEHAVIOURS AMONG THE
EMPLOYEES IN A MANUFACTURING COMPANY**

MUHAMMAD SYAFIQ ATHIR B HUSNI



**MASTER OF SCIENCE
(OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT)
UNIVERSITI UTARA MALAYSIA
2020**



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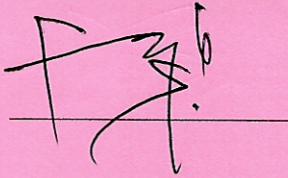
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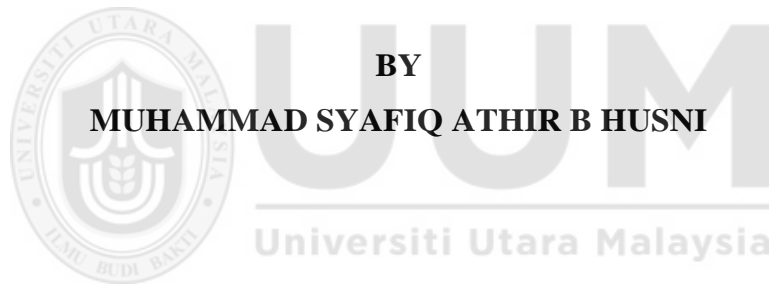
Nama Penyelia Kedua : **PROF. MADYA DR. FADZLI SHAH BIN ABD. AZIZ**
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**COLLEGE OF BUSINESS
UNIVERSITI UTARA MALAYSIA (UUM)**



**Dissertation submitted to
Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
In fulfillment of the requirement for the
Master of Science (Occupational Safety and Health Management)
April 2020**

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ABSTRACT

The purpose of this study is to analyze the influence of safety citizenship behavior among the employees in manufacturing organization. This study examined the perception of local and foreign employees in manufacturing company located in Bayan Lepas, Penang on three safety performance variables - safety knowledge, safety motivation, and safety consciousness. A total of 210 questionnaire sets was distributed to the employees in manufacturing company where only 198 sets returned and only 189 sets usable (completed). The findings of this study revealed that safety consciousness has significant correlation with safety citizenship behavior; while safety knowledge and safety motivation were not significantly influence safety citizenship behavior. The findings in this study provide valuable guidance for researchers and practitioners for identifying solutions that can be used to improve safety and health in manufacturing workplace.



Keywords: Safety Citizenship Behavior, Safety Knowledge, Safety Motivation,
and Safety Consciousness.

ABSTRAK

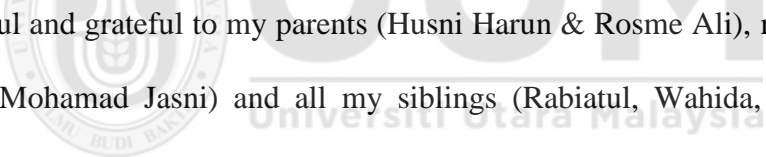
Tujuan kajian ini dijalankan adalah untuk menganalisis pengaruh tingkah laku keselamatan kewarganegaraan dalam kalangan pekerja di organisasi pembuatan. Memeriksa persepsi pekerja tempatan dan asing di syarikat pembuatan yang terletak di Bayan Lepas, Pulau Pinang ke atas tiga pemboleh ubah prestasi keselamatan iaitu pengetahuan keselamatan, motivasi keselamatan, dan kesedaran keselamatan. Sebanyak 210 soal selidik diedarkan kepada pekerja di syarikat pembuatan tersebut, hanya 198 set soal selidik dikembalikan dan hanya 189 set boleh digunakan (lengkap). Penemuan kajian ini mendedahkan bahawa kesedaran keselamatan mempunyai hubungan yang signifikan dengan tingkah laku keselamatan kewarganegaraan; manakala pengetahuan keselamatan dan motivasi keselamatan tidak mempunyai pengaruh signifikan dengan tingkah laku keselamatan kewarganegaraan. Penemuan dalam kajian ini memberi panduan berharga bagi para penyelidik dan pengamal keselamatan bagi mengenal pasti penyelesaian yang dapat meningkatkan keselamatan dan kesihatan di organisasi pembuatan.

Katakunci: Tingkah Laku Keselamatan Kewarganegaraan, Pengetahuan Keselamatan, Motivasi Keselamatan, dan Kesedaran Keselamatan

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LIST OF ABBREVIATIONS

BBS	Behavior Based Safety
COSH	Conference of Safety and Health
DOSH	Department of Occupational Safety and Health
ILO	International Labor Organization
NIOSH	National Institute of Occupational Safety and Health
OSH	Occupational Safety and Health
OSHA	Occupational Safety and Health Act
SC	Safety Consciousness
SCB	Safety Citizenship Behavior
SK	Safety Knowledge
SM	Safety Motivation
SMI	Small and Medium Industry
SPSS	Statistical Package for the Social Science
PPE	Personal Protective Equipment
UUM	Universiti Utara Malaysia

CHAPTER 1

INTRODUCTION

1.0 Introduction

1.1 Background of the Study

When Malaysia achieved its independent in 1957, their economic conditions had greatly developed thus leads to positive impact to the nation such as income, infrastructure, quality of life and others of its people. By the year 2020, Malaysia's aim is to become strong industrialized economy where it's already started since 1960' era. Manufacturing industry was said to be one of the most essential sources of Malaysia economic growth (Tsen, 2006). One of Malaysia's vital component for its development was industrialization sector where manufacturing industry has displayed as the main contributor for Malaysia economy. GDP by manufacturing segment recorded huge increased from 12.2 percent in 1970 to 22.9 percent in 2016 (Saad Mohd Said, 2012).

The growth of Malaysia's manufacturing sector was associated with the huge hiring of new workers besides the adoption of new and advance technologies. The use of latest technologies and materials could potentially expose new sort of hazards and health issues to the employees besides facing greater risk of accident from hiring new workers as they are not familiar to workplace's hazards (Saad Mohd Said, 2012). Malaysia has become Asia's first in legislating safety and health laws for all occupation fields (Soehod & Laxman, 2007).

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APPENDIX A - Questionnaire

PART A: DEMOGRAPHIC INFORMATION

BAHAGIAN A: MAKLUMAT DEMOGRAFI

Please fill in the blank and tick (/) in the appropriate box that correspond to your answer to each of the following questions below.

Sila isikan tempat kosong dan tandakan (/) pada kotak berkenaan untuk mewakili jawapan anda pada setiap soalan di bawah.

1. Age / Umur:

- ☐ 15-25 years / tahun
- ☐ 26-35 years / tahun
- ☐ 36-45 years / tahun
- ☐ 46-55 years / tahun
- ☐ 56 years and above / tahun dan ke atas

2. Gender / Jantina: ☐ Male / Lelaki ☐ Female / Perempuan

3. Race / Bangsa:

- ☐ Malay/ Melayu
- ☐ Chinese / Cina
- ☐ Indian / India
- ☐ Others / Lain-lain



4. Marital status / Status perkahwinan:

- ☐ Married / Berkahwin
- ☐ Single / Bujang
- ☐ Divorced / Berceraai

5. Highest educational level / Tahap pendidikan tertinggi:

- ☐ Secondary School / Sekolah Menengah
- ☐ Degree / Ijazah
- ☐ Certificate / Sijil
- ☐ Master and above / Master dan ke atas
- ☐ Diploma / Diploma
- ☐ Others / Lain-lain:

6. Position / Jawatan:

- ☐ Manager / Pengurus
- ☐ Executive / Eksekutif
- ☐ Non-Executive (Technical) / Bukan Eksekutif (Teknikal)
- ☐ Non-Executive (Administrative) / Bukan Eksekutif (Pentadbiran)

7. How long have you been working? / *Berapa lama anda telah bekerja?* :

- ☐ 0-5 years / *tahun*
☐ 6-10 years / *tahun*
☐ 11-15 years / *tahun*
☐ 16 years and above / *tahun dan ke atas*

8. How long have you been working with the present organization? /

Berapa lama anda sudah bekerja dengan organisasi sekarang?

_____ year(s) / *tahun*

9. Have you ever had any occupational accident ever since you started working in this organization? /

Adakah anda pernah mengalami sebarang kemalangan di tempat kerja sepanjang bekerja di organisasi ini? :

- ☐ Yes / *Ya* ☐ No / *Tidak*

10. If yes, how many accident(s) have you experienced since working in this organization? /

Jika ya, berapakah bilangan kemalangan yang pernah dialami sepanjang bekerja di organisasi ini? :

- ☐ 1 - 3 ☐ 4 - 8
☐ 9 - 15 ☐ Over 15 / *Melebihi 15*

11. Have you ever attend any occupational safety training? /

Pernahkah anda menghadiri apa-apa latihan keselamatan? :

- ☐ Yes / *Ya* ☐ No / *Tidak*

12. How often do you need to attend safety training? /

Berapa kerap anda perlu hadir latihan keselamatan? :

- ☐ Every month / *Setiap bulan*
☐ Once in three months / *Sekali dalam tempoh tiga bulan*
☐ Once in six months / *Sekali dalam tempoh enam bulan*
☐ Once a year / *Sekali setahun*
☐ Not at all / *Tiada langsung*

PART B: MAIN STUDY

Considering only your perception, please circle the most appropriate answer to you based on the scale below:

Dengan hanya mengambil kira pandangan anda, bulatkan jawapan yang paling tepat kepada anda berpandukan pada skala jawapan di bawah:

1.	2.	3.	4.	5.
Strongly Disagree <i>Sangat Tidak Setuju</i>	Disagree <i>Tidak Setuju</i>	Neutral <i>Neutral</i>	Agree <i>Setuju</i>	Strongly Agree <i>Sangat Setuju</i>

No.	Statements / Pernyataan					
1	I know how to perform my job in a safe manner. <i>Saya tahu bagaimana untuk melakukan pekerjaan saya dengan cara yang selamat.</i>	1	2	3	4	5
2	I know how to use safety equipments and standard work procedures. <i>Saya tahu bagaimana untuk menggunakan peralatan keselamatan dan prosedur kerja standard.</i>	1	2	3	4	5
3	I know how to maintain or improve workplace health and safety. <i>Saya tahu bagaimana untuk mengekalkan atau meningkatkan kesihatan dan keselamatan tempat kerja.</i>	1	2	3	4	5
4	I know how to reduce the risk of accidents and incidents in the workplace. <i>Saya tahu bagaimana untuk mengurangkan risiko kemalangan dan insiden di tempat kerja.</i>	1	2	3	4	5
5	I know what are the hazards associated with my jobs and the necessary precaution to be taken while doing my job. <i>Saya tahu apakah bahaya/hazad dikaitkan dengan pekerjaan saya dan langkah berjaga-jaga yang perlu diambil semasa melakukan pekerjaan saya.</i>	1	2	3	4	5
6	I don't know what to do and whom to report if a potential hazard is noticed in my workplace. <i>Saya tidak tahu apa yang perlu dilakukan dan kepada siapa perlu dilaporkan jika suatu potensi bahaya/hazad diperhatikan dalam tempat kerja saya.</i>	1	2	3	4	5
7	I feel that it is important to maintain safety at all times. <i>Saya rasa adalah penting untuk mengekalkan keselamatan pada sepanjang masa.</i>	1	2	3	4	5
8	I believe that safety at workplace is a very important issue. <i>Saya percaya bahawa keselamatan di tempat kerja merupakan isu yang sangat penting.</i>	1	2	3	4	5
9	I feel that it is necessary to put efforts to reduce accidents and incidents at workplace. <i>Saya rasa adalah perlu untuk meletakkan usaha dalam mengurangkan kemalangan dan insiden di tempat kerja</i>	1	2	3	4	5

10	I believe that safety that can be compromised for increasing production. <i>Saya percaya bahawa keselamatan itu boleh dikompromikan / ditolak-ansurkan untuk meningkatkan pengeluaran.</i>	1	2	3	4	5
11	I feel that it is important to encourage others to use safe practices. <i>Saya rasa adalah penting untuk menggalakkan orang lain untuk mengamalkan amalan-amalan selamat.</i>	1	2	3	4	5
12	I feel that it is important to promote safety programmes. <i>Saya rasa adalah penting untuk mempromosikan program-program keselamatan.</i>	1	2	3	4	5
13	I am clear about what my responsibilities are for the workplace safety. <i>Saya jelas mengenai tanggungjawab saya untuk keselamatan di tempat kerja.</i>	1	2	3	4	5
14	I understand the safety rules for my job. <i>Saya faham peraturan-peraturan keselamatan berkenaan tugas saya.</i>	1	2	3	4	5
15	I can deal with safety problems at my workplace. <i>Saya boleh menangani masalah-masalah keselamatan di tempat kerja saya.</i>	1	2	3	4	5
16	I comply with the safety rules all the time. <i>Saya mematuhi peraturan-peraturan keselamatan sepanjang masa.</i>	1	2	3	4	5
17	When I am at work, I think safety is the top important thing. <i>Ketika saya di tempat kerja, saya berpendapat keselamatan adalah perkara paling penting.</i>	1	2	3	4	5
18	I volunteer for safety committees. <i>Saya secara sukarela menyertai iawatankuasa keselamatan.</i>	1	2	3	4	5
19	I help teach safety procedures to new crew members. <i>Saya membantu dalam mengajar prosedur keselamatan kepada petugas-petugas baru.</i>	1	2	3	4	5
20	I assist others to make sure they perform their work safely. <i>Saya membantu orang lain bagi memastikan mereka melaksanakan kerja mereka dengan selamat.</i>	1	2	3	4	5
21	I get involved in safety activities to help my working colleagues work more safely. <i>Saya melibatkan diri dalam aktiviti-aktiviti keselamatan bagi membantu rakan sekerja saya bekerja dengan lebih selamat.</i>	1	2	3	4	5
22	I help other working colleagues learn about safe work practices. <i>Saya membantu rakan sekerja lain belajar tentang amalan kerja selamat.</i>	1	2	3	4	5
23	I help others with safety related responsibilities. <i>Saya membantu orang lain berkenaan tanggungjawab berkaitan keselamatan.</i>	1	2	3	4	5
24	I make safety related recommendations about work activities. <i>Saya membuat cadangan-cadangan berkaitan keselamatan tentang aktiviti-</i>	1	2	3	4	5

	aktiviti kerja.					
25	I speak up and encouraging others to get involved in safety issues. <i>Saya menyuarakan dan menggalakkan orang lain terlibat dalam isu-isu keselamatan.</i>	1	2	3	4	5
26	I express opinions on safety matters even if others disagree. <i>Saya menyuarakan pendapat-pendapat dalam hal-hal keselamatan sekalipun orang lain tidak bersetuju.</i>	1	2	3	4	5
27	I raise safety concerns during planning sessions. <i>Saya membangkitkan isu-isu keselamatan semasa sesi perancangan.</i>	1	2	3	4	5
28	I will be champion to protect fellow working colleagues from safety hazards. <i>Saya akan menjadi ketua dalam melindungi rakan sekerja daripada bahaya-bahaya keselamatan.</i>	1	2	3	4	5
29	I will be champion to look out for the safety of other working colleagues. <i>Saya akan menjadi ketua untuk menjaga keselamatan bagi rakan sekerja yang lain.</i>	1	2	3	4	5
30	I will be champion to protect other working colleagues from risky situations. <i>Saya akan menjadi ketua untuk melindungi rakan-rakan sekerja yang lain daripada situasi-situasi bahaya.</i>	1	2	3	4	5
31	I will be champion to prevent other working colleagues from being injured on the job. <i>Saya akan menjadi ketua bagi mengelakkan rakan-rakan sekerja lain daripada dcederakan semasa bekerja.</i>	1	2	3	4	5
32	I prefer to take action to stop safety violations in order to protect the well-being of other working colleagues. <i>Saya memilih untuk mengambil tindakan menghentikan pelanggaran keselamatan dalam melindungi kesejahteraan rakan-rakan sekerja lain.</i>	1	2	3	4	5
33	I prefer to explain to other working colleagues that I will report safety violations. <i>Saya memilih untuk menjelaskan kepada rakan sekerja lain yang saya akan melaporkan ketidakpatuhan keselamatan di tempat kerja.</i>	1	2	3	4	5
34	I will be champion to inform other working colleagues, to follow safe working procedures. <i>Saya akan menjadi ketua bagi memberitahu rakan-rakan sekerja lain untuk mengikut prosedur-prosedur kerja selamat.</i>	1	2	3	4	5
35	I will be champion to monitor new working colleagues to ensure they are performing safely. <i>Saya akan menjadi ketua bagi memantau rakan-rakan sekerja baharu untuk memastikan mereka melaksanakan kerja dengan selamat.</i>	1	2	3	4	5

36	I will be champion to report working colleagues who violate safety procedures. <i>Saya akan menjadi ketua bagi melaporkan rakan-rakan sekerja yang melanggar prosedur-prosedur keselamatan.</i>	1	2	3	4	5
37	I will be champion to inform new working colleagues that violations on safety procedures cannot be tolerated. <i>Saya akan menjadi ketua bagi memberitahu rakan-rakan sekerja bahawa pelanggaran prosedur keselamatan tidak akan dipertimbangkan.</i>	1	2	3	4	5
38	I will be champion to attend safety meetings. <i>Saya akan menjadi ketua bagi menghadiri mesyuarat-mesyuarat keselamatan</i>	1	2	3	4	5
39	I will be champion to attend non-mandatory safety-oriented meetings. <i>Saya akan menjadi ketua dalam menghadiri mesyuarat-mesyuarat bukan wajib yang berorientasikan keselamatan.</i>	1	2	3	4	5
40	I will be champion to inform of the changes in safety policies and procedures. <i>Saya akan menjadi ketua bagi memaklumkan tentang perubahan-perubahan dalam dasar-dasar dan prosedur-prosedur keselamatan.</i>	1	2	3	4	5
41	I try to improve safety procedures. <i>Saya cuba memperbaiki prosedur-prosedur keselamatan.</i>	1	2	3	4	5
42	I prefer to change the way the job is done to make it safer. <i>Saya lebih suka untuk mengubah cara kerja yang dilakukan bagi menjadikannya lebih selamat.</i>	1	2	3	4	5
43	I prefer to change policies and procedures to make them safer. <i>Saya lebih suka untuk mengubah polisi-polisi dan prosedur-prosedur bagi menjadikan ia lebih selamat.</i>	1	2	3	4	5
44	I prefer to make recommendations to improve the safety of a mission. <i>Saya lebih suka untuk memberi cadangan-cadangan bagi meningkatkan misi keselamatan.</i>	1	2	3	4	5

- THANK YOU / TERIMA KASIH -